

General Services Administration Office of Governmentwide Policy

Advisory Committee for Studies of Eastern Europe and the Independent States of the Former Soviet Union

Statutory (Congress Created) for DOS

DOS

OGP Federal Advisory Committee Stakeholder Engagement Survey Results

February 26, 2003

THE GALLUP ORGANIZATION

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Introduction

The following pages provide a summary of responses to the Gallup OGP Federal Advisory Committee Stakeholder Engagement Survey. The survey statements were rated on a scale which required a response from among six response categories:

5	Strongly Agree
4	
3	
2	
1	Strongly Disagree
	Does Not Apply or Don't Know

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored.

The Stakeholder Engagement Survey (SES) Scorecard is a tool each committee and agency can use to manage advisory committees. Note the following term definitions.

Overall Mean The average, on a 5-point scale, across Gallup/GSA SES items.

Index The average top box response percentages for statements measuring each category of survey items (People, Process, Outcome).

Top Box The percentage of "5" (Strongly Agree) responses.

Mean (Average) Score The average on a defined scale for each attribute.

Importance-Performance Leverage Analysis Graph The leverage identifies areas of *relative* strength and importance. Using the *Pearson* correlations as measurements of attribute importance, the leverage analysis presents the simultaneous analysis of attribute importance and performance. The attributes located in the upper portion of the grid are the attributes most highly correlated to overall patient satisfaction. Attributes located in the upper, right-hand quadrant receive higher performance ratings and can be considered areas of major strength. Attributes located in the upper, left-hand quadrant receive lower performance ratings and can, therefore, be considered areas of primary priority for improvement.

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Stakeholder Engagement Survey Scorecard

• *Unit:* Statutory (Congress Created) for DOS

• *Total n:* 14

Unit *Agency* *Government-wide*

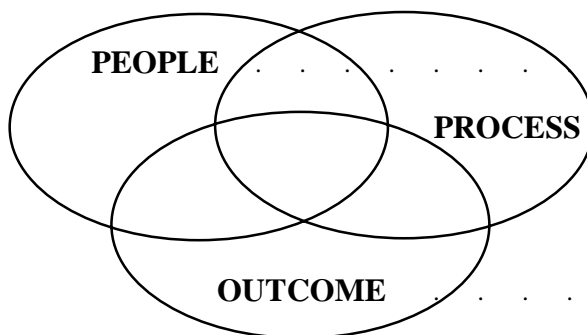
Mean (Average) Score

Overall Mean **4.22** **3.90** **3.98**

Top Box (% 5)

• Overall satisfaction with the work of the committee (Q01) . . . 71% 39% 38%
• Work with committee again (Q02) 79% 66% 66%

Index **57%** **36%** **38%**



Gallup/GSA SES Items

PEOPLE

• Fair operating procedures and guidelines (Q05) 69 44 52
• Committee meetings well run (Q08) 77 44 52
• Committee fairly considers opinions (Q16) 64 44 49
• Right mix of individuals (Q04) 46 32 36
• Members well prepared for meetings (Q06) 38 25 27
• Staff well prepared for meetings (Q07) 85 50 60
• Mission and goals of this committee are clearly defined (Q03) . . . 77 36 39

PROCESS

• Access to adequate resources (Q10) 36 23 32
• Access to senior management and technical experts (Q09) . . . 46 45 56
• Receives sufficient feedback from agency (Q15) 31 24 21
• Meets enough (Q11) 50 28 27
• Sets reasonable timelines for producing outputs (Q12) 31 21 27
• Committee communicates effectively (Q13) 43 30 32



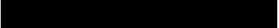

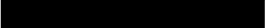

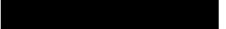













OUTCOME

• Positive impact of committee on public (Q18) 62 38 34
• Agency more effective (Q20) 69 36 32
• Help build trust in government (Q21) 71 42 35
• Positive influence (Q22) 86 46 48
• Recommendations used effectively (Q17) 43 31 21
• Recommendations respond to agency's needs (Q14) 54 36 42
• Committee results available to others (Q19) 67 44 49

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Client-Specific Items	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score	Past
		% 1	% 2	% 3	% 4	% 5		
1. Overall, I am satisfied with the work of this committee.	14	0	7	0	21	71	 4.57	
	135	1	7	19	33	39	 4.02	
2. If given the opportunity, I would choose to work with this committee again.	14	0	0	7	14	79	 4.71	
	137	1	4	7	22	66	 4.49	
3. The mission and goals of this committee are clearly defined.	13	8	0	0	15	77	 4.54	
	137	2	10	16	35	36	 3.93	
4. Our committee is made up of the right mix of individuals.	13	8	8	15	23	46	 3.92	
	136	3	12	16	37	32	 3.84	
5. Our committee's operating procedures and guidelines are fair.	13	0	8	0	23	69	 4.54	
	131	2	7	12	35	44	 4.11	
6. Our committee's members are well prepared for meetings.	13	0	15	23	23	38	 3.85	
	135	3	10	23	39	25	 3.74	
7. Our committee's staff is well prepared for meetings.	13	0	0	8	8	85	 4.77	
	134	2	6	14	28	50	 4.17	
8. Our committee meetings are well run.	13	0	8	0	15	77	 4.62	
	136	5	5	13	33	44	 4.06	
9. Our committee has access to senior managers and agency technical experts when needed.	13	8	8	0	38	46	 4.08	
	129	3	5	16	32	45	 4.11	
10. Our committee has access to adequate resources.	14	14	7	7	36	36	 3.71	
	130	5	8	25	38	23	 3.65	



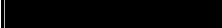

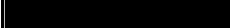

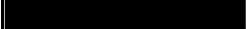












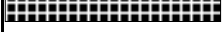
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Client-Specific Items (Continued)	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score	Past
		% 1	% 2	% 3	% 4	% 5		
11. Our committee meets often enough to accomplish its work.	14	0	7	14	29	50	 4.21	
	137	6	9	22	34	28	 3.70	
12. Our committee sets reasonable timelines for producing outputs.	13	0	15	8	46	31	 3.92	
	121	4	12	17	47	21	 3.69	
13. Our committee communicates effectively with senior managers and, if needed, with external stakeholders.	14	7	0	14	36	43	 4.07	
	128	4	10	22	34	30	 3.76	
14. Our committee's recommendations or other contributions are responding to the agency's needs.	13	8	0	8	31	54	 4.23	
	126	3	8	13	40	36	 3.97	
15. Our committee receives sufficient feedback from the agency on our recommendations or other contributions.	13	8	15	31	15	31	 3.46	
	125	3	15	23	34	24	 3.61	
16. Our committee fairly considers both majority and minority opinions.	14	7	0	0	29	64	 4.43	
	128	3	5	16	31	44	 4.07	
17. Our committee's recommendations or other contributions are used effectively.	14	7	14	14	21	43	 3.79	
	123	5	13	17	34	31	 3.73	
18. Our committee's recommendations or other contributions have a positive impact on the public and/or external stakeholders.	13	8	0	0	31	62	 4.38	
	120	3	13	14	33	38	 3.91	
19. The results of our committee's work are available to others as needed.	12	8	0	0	25	67	 4.42	
	122	4	10	10	32	44	 4.02	
20. Thanks to our committee, the agency is more effective.	13	8	8	0	15	69	 4.31	
	124	3	10	17	34	36	 3.90	



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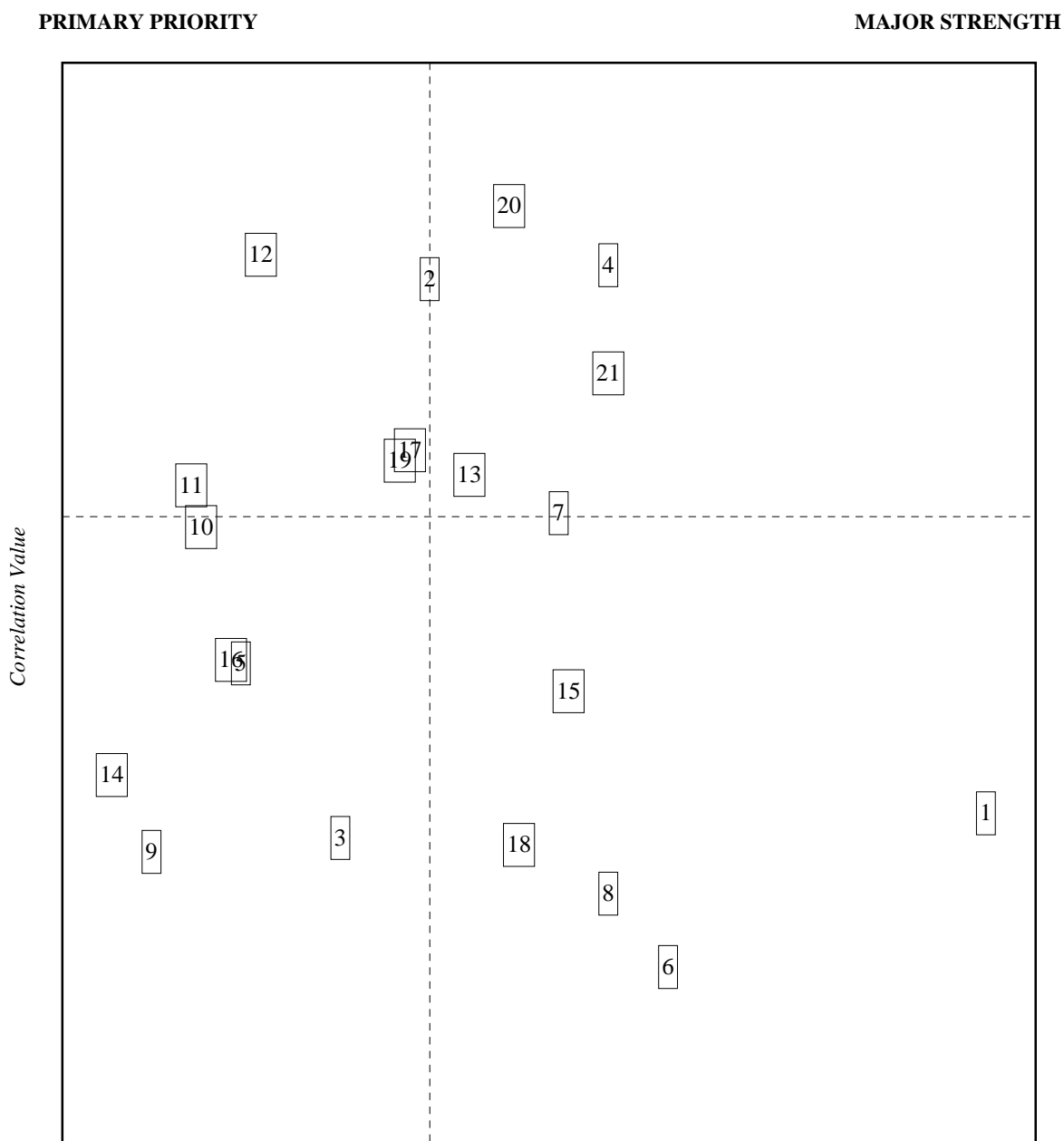
Client-Specific Items (Continued)	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score
		% 1	% 2	% 3	% 4	% 5	
21. Our committee's work helps to build trust in government.	14 131	7 2	0 11	7 13	14 32	71 42	 4.43 4.01
22. Our committee is a positive influence within its area of expertise.	14 133	7 2	0 8	0 13	7 32	86 46	 4.64 4.11
23. How long have you served on this committee?	14 137	< 6 months 0 6	6 months to 1 year 7 12	> 1 year but < 3 years 14 30	3 years + 79 53		
24. How many meetings did you attend in the past 12 months?	14 141	None 43 45	1-2 36 32	3-5 14 16	6 or more 0 0		
25. Which of the following best describes your relationship to the advisory committee?	14 138	Member of committee 79 82	Former member of committee 0 3	DFO 14 6	Agency decision maker/recipient of committee recommendations 7 9		

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Importance-Performance Leverage Analysis

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1. Work with committee again (Q02)
2. Mission and goals (Q03)
3. Right mix of individuals (Q04)
4. Fair operational procedures (Q05)
5. Members well prepared (Q06)
6. Staff well prepared (Q07)
7. Meetings well run (Q08)

8. Access to senior managers (Q09)
9. Access to adequate resources (Q10)
10. Meets enough (Q11)
11. Sets reasonable timelines (Q12)
12. Communicates effectively (Q13)
13. Responds to agency's needs (Q14)
14. Receives feedback from agency (Q15)

15. Fairly considers opinions (Q16)
16. Recommendations used effectively (Q17)
17. Positive impact on public (Q18)
18. Results available to others (Q19)
19. Agency more effective (Q20)
20. Help build trust (Q21)
21. Positive influence (Q22)